

IN THE CLAIMS

For the convenience of the Examiner all pending claims of the present Application are shown below whether or not an amendment has been made.

1. (Currently Amended) A method comprising:
receiving a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
prior to establishing the VoP call, determining whether bandwidth is available on a communication link between the origination and the destination;
presenting at least one call completion option for a call originator associated with the call setup request when bandwidth is not available, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability; and
upon receiving a selection of the hold option from the call originator:
storing the call setup request in response to the selection of the hold option;
determining when bandwidth is available; and
establishing a connection between the origination and the destination when the bandwidth is available.

2. (Currently Amended) The method according to Claim 1, wherein the at least one call completion option comprises an alternate network option and further comprising:
receiving a selection of the alternate network option; and
establishing a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

3. (Currently Amended) The method according to Claim 2, wherein establishing the connection using a public switched telephone network comprises establishing the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

4. (Canceled)

5. (Currently Amended) The method according to Claim 1, wherein the at least one call completion option comprises a ring back option and further ~~comprising~~ comprising, upon receiving a selection of the ring back option from the call originator; ~~option~~;
storing the call setup request in response to the selection of the ring back option;
disconnecting with the call originator;
determining when the bandwidth is available;
establishing a connection between the origination and the destination; and
alerting the call originator that the VoP call will proceed.

6. (Original) The method according to Claim 1, and further comprising:
determining available bandwidth on a link to complete the VoP call; and
reducing available bandwidth by the bandwidth used to complete the VoP call.

7. (Original) The method according to Claim 6, and further comprising updating a call status table in response to completing the VoP call, the call status table comprising a status indication and the status indication comprising an indication of the status of the VoP call.

8. (Currently Amended) The method according to Claim 1, wherein presenting the at least one call completion option comprises presenting the at least one call completion option using an interactive voice response system.

9. (Currently Amended) The method according to Claim 1, wherein presenting the at least one call completion option comprises presenting the at least one call completion option using at least one programmable key associated with a phone.

10. (Original) The method according to Claim 1, wherein determining the amount of available bandwidth comprises consulting a bandwidth table, the bandwidth table comprising a first location, a second location, a maximum bandwidth indication and an available bandwidth indication.

11. (Original) The method according to Claim 1, wherein the origination and the destination respectively comprise devices that communicate audio information using data packets.

12. (Currently Amended) A phone comprising:
a memory;
an application stored in the memory;
a processor coupled to the memory, the processor, when executing the application, operable to:

receive a call denial message from a call manager coupled to the phone, the call denial message indicating that insufficient bandwidth exists to establish a phone call originated by a call originator;

determine at least one call completion option to communicate to the call originator, the at least one call completion option comprising a hold option to hold for a connection between the phone and a destination pending bandwidth availability; and

communicate the at least one call completion option to the call originator; and upon receiving a selection of the hold option from the call originator:

communicate the selection of the hold option to the call manager; and

establish a connection between the phone and the destination upon receiving an indication from the call manager that bandwidth is available.

13. (Currently Amended) The phone according to Claim 12, wherein the at least one call completion option comprises an alternate network option and, the processor, when executing the application, is further operable to:

receive a selection of the alternate network option; and

establish a connection between the phone ~~an origination device associated with the call originator~~ and a destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

14. (Currently Amended) The phone according to Claim 12, wherein the determination of the at least one call completion option to communicate to the call originator is based on a status associated with the call originator.

15. (Currently Amended) A method comprising:
initiating a Voice over Packet (VoP) call using a call setup request from an origination to a destination;
receiving a rejection of the establishment of the VoP call at the origination;
displaying at least one a call completion option at the origination in response to the rejection of the establishment of the VoP call, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability; and
upon receiving a the selection of the hold ~~call completion~~ option from by a user associated with the origination; ~~origination~~
communicate the selection of the hold option; and
establish a connection between the origination and the destination upon receiving an indication that bandwidth is available.

16. (Canceled)

17. (Original) The method according to Claim 15, wherein the at least one call completion option comprises an alternate network option and further comprising establishing a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network ~~call completion~~ option by the call originator.

18. (Original) The method according to Claim 15, wherein displaying the at least one call completion option comprises programming a programmable key associated with the origination.

19. (Currently Amended) A system comprising:
means for initiating a Voice over Packet (VoP) call using a call setup request from an origination to a destination;
means for receiving a rejection of the establishment of the VoP call at the origination;
means for displaying at least one a call completion option at the origination in response to the rejection of the establishment of the VoP call, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability; and
means ~~for~~ for, upon receiving a receiving the selection of the hold ~~call completion~~ option ~~from~~ by a user associated with the origination,; origination
communicating the selection of the hold option; and
establishing a connection between the origination and the destination upon receiving an indication that bandwidth is available.

20. (Canceled)

21. (Currently Amended) The system according to Claim 19, wherein the at least one call completion option comprises an alternate network option and further comprising means for establishing a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network ~~call completion~~ option by the call originator.

22. (Currently Amended) The system according to Claim 19, wherein the means for displaying the at least one call completion option comprises means for programming a programmable key associated with the origination.

23. (Currently Amended) A method comprising:

- receiving a call setup request associated with a voice over packet (VoP) call between an origination and a destination at a first call manager;
- determining whether bandwidth is available on a first communications link;
- communicating the call setup request to a second call manager coupled to the first call manager using a second communications link;
- determining whether bandwidth is available on the second communication link at the second call manager; ~~and~~
- determining at least one call completion option at the first call manager for a call originator associated with the origination when bandwidth is not available on either of the first and second communications links, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability on either of the first and second communication links; and
- upon receiving a selection of the hold option from the call originator:
 - storing the call setup request in response to the selection of the hold option;
 - determining when bandwidth is available on either of the first and second communication links; and
 - establishing a connection between the origination and the destination when the bandwidth is available.

24. (Currently Amended) The method according to Claim 23, wherein the at least one call completion option comprises an alternate network option and further comprising:

- receiving a selection of the alternate network option at the first call manager; and
- establishing a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

25. (Currently Amended) The method according to Claim 24, wherein establishing the connection using a public switched telephone network comprises establishing the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

26. (Canceled)

27. (Currently Amended) The method according to Claim 23, wherein the at least one call completion option comprises a ring back option and further ~~comprising~~ comprising, upon receiving a selection of the ring back option at the first call manager from the call originator; ~~option at the first call manager~~;

storing the call setup request in response to the selection of the ring back option at the first call manager;

disconnecting with the call originator;

determining when the bandwidth is available on the first and second communication links;

establishing a connection between the origination and the destination using the first and second communication links; and

alerting the call originator that the call will proceed.

28. (Original) The method according to Claim 23, and further comprising updating a first call status table at the first call manager in response to completing the VoP call, the first call status table comprising a first status indication associated with the VoP call originating from the originator coupled to the first call manager, and the first status indication comprising an indication of the status of the VoP call originating from the originator coupled to the first call manager.

29. (Original) The method according to Claim 28, and further comprising synchronizing the first call status table with a second call status table at the second call manager, the second call status table comprising a second status indication associated with VoP calls originating from a further originator coupled to the second call manager, and the second status indication comprising an indication of the status of a VoP call originating from the further originator coupled to the second call manager.

30. (Currently Amended) An apparatus comprising:
a memory;
an application stored in the memory;
a processor coupled to the memory, the processor, when executing the application, operable to:
receive a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
prior to the establishment of the VoP call, determine whether bandwidth is available on a communication link between the origination and the destination; and
present at least one call completion option for a call originator associated with the call setup request when bandwidth is not available, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability; and
upon receiving a selection of the hold option from the call originator:
store the call setup request in response to the selection of the hold option;
determine when bandwidth is available; and
establish a connection between the origination and the destination when the bandwidth is available.

31. (Currently Amended) The apparatus according to Claim 30, wherein the at least one call completion option comprises an alternate network option and wherein the processor, when executing the application, is further operable to:
receive a selection of the alternate network option; and
establish a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

32. (Currently Amended) The apparatus according to Claim 31, wherein the processor, when executing the application, is further operable to establish the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

33. (Canceled)

34. (Currently Amended) The apparatus according to Claim 30, wherein the at least one call completion option comprises a ring back option and wherein the processor, when executing the application, is further operable to: upon receiving ~~receive~~ a selection of the ring back option from the call originator: ~~option;~~

store the call setup request in response to the selection of the ring back option;

disconnect with the call originator;

determine when the bandwidth is available;

establish a connection between the origination and the destination; and

alert the call originator that the VoP call will proceed.

35. (Original) The apparatus according to Claim 30, wherein the processor, when executing the application, is further operable to:

determine available bandwidth on a link to complete the VoP call; and

reduce available bandwidth by the bandwidth used to complete the VoP call.

36. (Original) The apparatus according to Claim 35, wherein the processor, when executing the application, is further operable to update a call status table in response to completing the VoP call, the call status table comprising a status indication and the status indication comprising an indication of the status of the VoP call.

37. (Currently Amended) The apparatus according to Claim 30, wherein the processor, when executing the application, is further operable to present the at least one call completion option using an interactive voice response system.

38. (Currently Amended) The apparatus according to Claim 30, wherein the processor, when executing the application, is further operable to present the at least one call completion option using at least one programmable key associated with a phone.

39. (Original) The apparatus according to Claim 30, wherein the processor, when executing the application, is further operable to consult a bandwidth table, the bandwidth table comprising a first location, a second location, a maximum bandwidth indication and an available bandwidth indication.

40. (Original) The apparatus according to Claim 30, wherein the origination and the destination respectively comprise devices that communicate audio information using data packets.

41. (Currently Amended) A call manager apparatus comprising:
a memory;
an application stored in the memory;
a processor coupled to the memory, the processor, when executing the application, operable to:

receive a call setup request associated with a voice over packet (VoP) call between an origination and a destination;

prior to the establishment of the VoP call, determine whether bandwidth is available on a communications link;

communicate the call setup request to a remote call manager coupled using a second communications link;~~and~~

determine at least one call completion option for a call originator associated with the origination when bandwidth is not available on the communications link, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability on the communications link;
and

upon receiving a selection of the hold option from the call originator:
store the call setup request in response to the selection of the hold
option;

determining when bandwidth is available on the communications link;
and

establish a connection between the origination and the destination when the bandwidth is available.

42. (Currently Amended) The apparatus according to Claim 41, wherein the at least one call completion option comprises an alternate network option and wherein the processor, when executing the application, is further operable to:

receive a selection of the alternate network option; and

establish a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

43. (Currently Amended) The apparatus according to Claim 42, wherein the processor, when executing the application, is further operable to establish the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

44. (Canceled)

45. (Currently Amended) The apparatus according to Claim 41, wherein the at least one call completion option comprises a ring back option and wherein the processor, when executing the application, is further operable to: to, upon receiving ~~receive~~ a selection of the ring back option from the call originator: option;

store the call setup request in response to the selection of the ring back option;

disconnect with the call originator;

determine when the bandwidth is available on the communication link;

establish a connection between the origination and the destination using the communication link; and

alert ~~alerting~~ the call originator that call will proceed.

46. (Original) The method according to Claim 41, and wherein the processor, when executing the application, is further operable to update a first call status table in response to completing the VoP call, the first call status table comprising a first status indication associated with the VoP call originating from the originator, and the first status indication comprising an indication of the status of the VoP call originating from the originator.

47. (Original) The method according to Claim 46, and wherein the processor, when executing the application, is further operable to synchronize the first call status table with a second call status table at the remote call manager, the second call status table comprising a second status indication associated with VoP calls originating from a further originator coupled to the remote call manager, and the second status indication comprising an indication of the status of a VoP call originating from the further originator coupled to the remote call manager.

48. (Currently Amended) A system comprising:
software embodied in computer readable media and operable to:
receive a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
prior to the establishment of the VoP call, determine whether bandwidth is available on a communication link between the origination and the destination;~~and~~
present at least one call completion option for a call originator associated with the call setup request when bandwidth is not available, the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability; and
upon receiving a selection of the hold option from the call originator:
store the call setup request in response to the selection of the hold option;
determine when bandwidth is available; and
establish a connection between the origination and the destination when the bandwidth is available.

49. (Currently Amended) The system according to Claim 48, wherein the at least one call completion option comprises an alternate network option and wherein the software is further operable to:

receive a selection of the alternate network option; and

establish a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

50. (Currently Amended) The system according to Claim 49, wherein establishing the connection using a public switched telephone network comprises establishing the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

51. (Canceled)

52. (Currently Amended) The system according to Claim 48, wherein the call completion option comprises a ring back option and wherein the software is further operable ~~to:~~ to, upon receiving ~~receive~~ a selection of the ring back option from the call originator: ~~option;~~

store the call setup request in response to the selection of the ring back option;

disconnect with the call originator;

determine when the bandwidth is available;

establish a connection between the origination and the destination; and

alert the call originator that the VoP call will proceed.

53. (Previously Presented) The system according to Claim 48, and wherein the software is further operable to:

determine available bandwidth on a link to complete the VoP call; and

reduce available bandwidth by the bandwidth used to complete the VoP call.

54. (Previously Presented) The system according to Claim 53, and wherein the software is further operable to update a call status table in response to completing the VoP call, the call status table comprising a status indication and the status indication comprising an indication of the status of the VoP call.

55. (Currently Amended) The system according to Claim 48, wherein presenting the at least one call completion option comprises presenting the call completion option using an interactive voice response system.

56. (Currently Amended) The system according to Claim 48, wherein presenting the at least one call completion option comprises presenting the call completion option using at least one programmable key associated with a phone.

57. (Previously Presented) The system according to Claim 48, wherein determining the amount of available bandwidth comprises consulting a bandwidth table, the bandwidth table comprising a first location, a second location, a maximum bandwidth indication and an available bandwidth indication.

58. (Previously Presented) The system according to Claim 48, wherein the origination and the destination respectively comprise devices that communicate audio information using data packets.

59. (Canceled)

60. (Canceled)

61. (Canceled)

62. (Canceled)

63. (Canceled)

64. (Canceled)

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67. (Canceled)

68. (Canceled)

69. (Canceled)

70. (Canceled)

71. (Canceled)

72. (Canceled)

73. (Canceled)

74. (Previously Presented) A method comprising:
receiving a call setup request associated with a voice over packet (VoP) call between
an origination and a destination;
determining whether bandwidth is available on a communication link between the
origination and the destination;
presenting at least one call completion option for a call originator associated with the
call setup request when bandwidth is not available; and
wherein presenting the call completion option comprises presenting the call
completion option using an interactive voice response system.

75. (New) A method comprising:

- receiving a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
- prior to establishing the VoP call, determining whether bandwidth is available on a communication link between the origination and the destination;
- presenting at least one call completion option for a call originator associated with the call setup request when bandwidth is not available, the at least one call completion option comprising a ring back option; and
- upon receiving a selection of the ring back option from the call originator:
 - storing the call setup request in response to the selection of the ring back option;
 - disconnecting with the call originator;
 - determining when the bandwidth is available;
 - establishing a connection between the origination and the destination; and
 - alerting the call originator that the VoP call will proceed.

76. (New) The method according to Claim 75, wherein the at least one call completion option comprises an alternate network option and further comprising:

- receiving a selection of the alternate network option; and
- establishing a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

77. (New) The method according to Claim 76, wherein establishing the connection using a public switched telephone network comprises establishing the connection between the origination and the destination through a gateway coupled to the public switched telephone network.

78. (New) The method according to Claim 75, wherein the at least one call completion option comprising a hold option to hold for a connection between the origination and the destination pending bandwidth availability and further comprising, upon receiving a selection of the hold option from the call originator:

storing the call setup request in response to the selection of the hold option;
determining when bandwidth is available; and
establishing a connection between the origination and the destination when the bandwidth is available.

79. (New) The method according to Claim 75, and further comprising:
determining available bandwidth on a link to complete the VoP call; and
reducing available bandwidth by the bandwidth used to complete the VoP call.

80. (New) The method according to Claim 79, and further comprising updating a call status table in response to completing the VoP call, the call status table comprising a status indication and the status indication comprising an indication of the status of the VoP call.

81. (New) The method according to Claim 75, wherein presenting the at least one call completion option comprises presenting the at least one call completion option using an interactive voice response system.

82. (New) The method according to Claim 75, wherein presenting the at least one call completion option comprises presenting the at least one call completion option using at least one programmable key associated with a phone.

83. (New) The method according to Claim 75, wherein determining the amount of available bandwidth comprises consulting a bandwidth table, the bandwidth table comprising a first location, a second location, a maximum bandwidth indication and an available bandwidth indication.

84. (New) The method according to Claim 75, wherein the origination and the destination respectively comprise devices that communicate audio information using data packets.

85. (New) An apparatus comprising:
a memory;
an application stored in the memory;
a processor coupled to the memory, the processor, when executing the application, operable to:
 receive a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
 prior to the establishment of the VoP call, determine whether bandwidth is available on a communication link between the origination and the destination; and
 present at least one call completion option for a call originator associated with the call setup request when bandwidth is not available, the at least one call completion option comprising a ring back option; and
 upon receiving a selection of the ring back option from the call originator:
 store the call setup request in response to the selection of the ring back option;
 disconnect with the call originator;
 determine when the bandwidth is available;
 establish a connection between the origination and the destination; and
 alert the call originator that the VoP call will proceed.

86. (New) The apparatus according to Claim 85, wherein the at least one call completion option comprises an alternate network option and wherein the processor, when executing the application, is further operable to:
 receive a selection of the alternate network option; and
 establish a connection between the origination and the destination using a public switched telephone network in response to the selection of the alternate network option by the call originator.

87. (New) The apparatus according to Claim 85, wherein the at least one call completion option comprises a hold option to hold for a connection between the origination and the destination pending bandwidth availability and wherein the processor, when executing the application, is further operable to, upon receiving a selection of the hold option from the call originator:

- store the call setup request in response to the selection of the hold option;
- determine when bandwidth is available; and
- establish a connection between the origination and the destination when the bandwidth is available.

88. (New) The apparatus according to Claim 85, wherein the processor, when executing the application, is further operable to:

- determine available bandwidth on a link to complete the VoP call; and
- reduce available bandwidth by the bandwidth used to complete the VoP call.

89. (New) The apparatus according to Claim 88, wherein the processor, when executing the application, is further operable to update a call status table in response to completing the VoP call, the call status table comprising a status indication and the status indication comprising an indication of the status of the VoP call.

90. (New) The apparatus according to Claim 85, wherein the processor, when executing the application, is further operable to present the at least one call completion option using an interactive voice response system.

91. (New) The apparatus according to Claim 85, wherein the processor, when executing the application, is further operable to present the at least one call completion option using at least one programmable key associated with a phone.

92. (New) A method comprising:
receiving a call setup request associated with a voice over packet (VoP) call between an origination and a destination;
prior to establishing the VoP call, determining whether bandwidth is available on a communication link between the origination and the destination;
selecting a call completion option out of a plurality of call completion options for a call originator associated with the call setup request when bandwidth is not available, the call completion option selected based on an identity of the call originator; and
presenting the selected call completion option to the call originator.

93. (New) The method of Claim 92, wherein a call completion option selected based on an identity of the call originator comprises a call completion option selected based on an employee priority of the call originator.

94. (New) The method of Claim 1, further comprising selecting the at least one call completion option for presentation to the call originator based on an identity of the call originator.

95. (New) The method of Claim 94, wherein selecting the at least one call completion option for presentation to the call originator based on an identity of the call originator comprises selecting the at least one call completion option for presentation to the call originator based on an employee priority of the call originator.